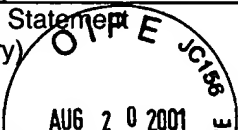


Form PTO-1449 (Modified)	Atty Docket No.: 004704.P002X	Serial No.: 09/522,322
List of Patents and Publications Statement (Use several sheets if necessary)	<div style="text-align: center;">  </div>	Applicant: Scott Faber
		Filing Date: 3/9/00

RECEIVED
 AUG 22 2001
 Technology Center 2100

REFERENCE DESIGNATION

PATENT DOCUMENTS

Examiner Initials		Document No.		Class	Sub-Class	Filing date if appropriate
SMD ↓	AA	6,175,619	DeSimone			
	AB	5,768,348	Solomon, et al.			
	AC	6,011,794	Mordowitz, et al.			
	AD	5,608,786	Gordon			
	AE	6,192,050	Stovall			
	AF	6,188,673	Bauer, et al.			
	AG	6,130,933	Miloslavsky			
	AH	6,259,774	Miloslavsky, et al			
	AI	6,185,194	Musk, et al.			
	AJ	5,619,725	Gordon			
	AK					
	AL					
	AM					
	AN					
	AO					
	AP					
	AQ					
AR						

FOREIGN PATENT DOCUMENTS

No.		Document No.	Date	Country	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner <u>Susanna Diaz</u>	Date Considered <u>2/15/03</u>
------------------------------	--------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)

Atty Docket No.:
004704.P002X

Serial No.: 09/522,322

List of Patents and Publications Statement
(Use several sheets if necessary)

Applicant: Scott Faber, et al

Filing Date: 03/09/00

#13

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

Examiner Initials		Document No.		Class	Sub- Class	Filing date if appropriate
SYD	AA	4,577,065	Frey et al.			
	AB	5,361,295	Solomon et al.			
	AC	5,058,152	Solomon et al.			
	AD	4,847,890	Solomon et al.			
	AE	5,369,694	Bales, et al.			
	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					
	AL					
	AM					
	AN					
	AO					
	AP					
	AQ					
	AR					

RECEIVED

AUG 07 2001

Technology Center 2100

FOREIGN PATENT DOCUMENTS

No.		Document No.	Date	Country	Class	Sub-Class	Trans- lation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner

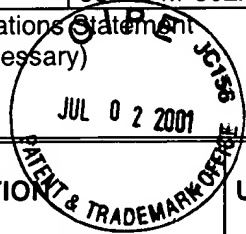
Susanna Diaz

Date Considered

2/15/03

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)	Atty Docket No.: 004704.P002X	Serial No.: 09/522,322
List of Patents and Publications Statement (Use several sheets if necessary)	Applicant: Scott Faber, et al.	
	Filing Date: 3/9/00 <i>#12</i>	



REFERENCE DESIGNATION U.S. PATENT DOCUMENTS

Examiner Initials		Document No.		Class	Sub-Class	Filing date if appropriate
<i>SMD</i>	AA	6,223,165	Lauffer			
	AB					
	AC					
	AD					
	AE					
	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					
	AL					
	AM					
	AN					
	AO					
	AP					
	AQ					
	AR					

FOREIGN PATENT DOCUMENTS

No.		Document No.	Date	Country	Class	Sub-Class	Translation

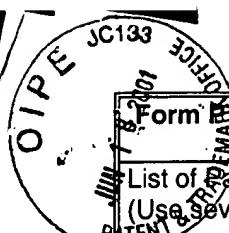
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

RECEIVED
 JUL 05 2001
 Technology Center 2100

Examiner *Susanna Diaz* Date Considered *2/15/03*

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



RECEIVED
JUN 21 2001
Group 2100

Form PTO-1449 (Modified)	Atty Docket No.: 004704.P002X	Serial No.: 09/522,322
List of Patents and Publications Statement (Use several sheets if necessary)		Applicant: Scott Faber
		Filing Date: 3/9/00

REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS #11			
Examiner Initials		Document No.		Class	Sub-Class	Filing date if appropriate
SMD	AA	5,818,836	DuVal			
	AB					
	AC					
	AD					
	AE					
	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					
	AL					
	AM					
	AN					
	AO					
	AP					
	AQ					
	AR					

FOREIGN PATENT DOCUMENTS							
No.		Document No.	Date	Country	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner	Date Considered
----------	-----------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322			
<div style="position: relative; height: 100px;"> <div style="position: absolute; top: 0; left: 0; width: 100%; height: 100%; border: 1px solid black; border-radius: 50%; text-align: center; color: black; font-weight: bold; line-height: 1;"> OIPF APR 30 2001 RECEIVED </div> </div> List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.			
				Filing Date: 3/9/00			
REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS #10				
Examiner Initials		Document No.		Class	Sub-Class	Filing date if appropriate	
SMD	AA	5,890,138	Godin et al				
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
	AP						
	AQ						
AR							
FOREIGN PATENT DOCUMENTS							
No.		Document No.	Date	Country	Class	Sub-Class	Trans-lation
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)							
	AS						
	AT						
	AU						
	AV						
	AW						
	AX						
	AY						
	AZ						
Examiner <i>Susanna Diaz</i>			Date Considered <i>2/15/03</i>				
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

01
APR 9 2001
PATENT & TRADEMARK OFFICE

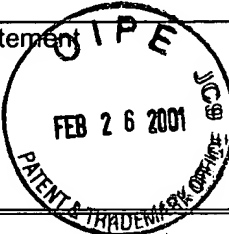
Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322			
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.			
				Filing Date: 3/9/00			
REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS #8				
Examiner Initials		Document No.		Class	Sub- Class	Filing date if appropriate	
SUD	AA	6,026,087	Mirashrafi, et al.				
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
	AP						
	AQ						
AR							
FOREIGN PATENT DOCUMENTS							
No.		Document No.	Date	Country	Class	Sub-Class	Trans- lation
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)							
	AS						
	AT						
	AU						
	AV						
	AW						
	AX						
	AY						
	AZ						
Examiner		Susanne Diaz		Date Considered			2/15/03
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

RECEIVED

APR 11 2001

Technology Center 2100

Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.	
				Filing Date: 3/9/2000	



#7
RECEIVED
FEB 28 2001
Technology Center 2100

REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS			
Examiner Initials	Document No.	U.S. Patent Documents	Class	Sub-Class	Filing date if appropriate	
<i>SMD</i> ↓	AA	6,046,762	Sonesh, et al.			
	AB	6,029,141	Bezos, et al.			
	AC	5,911,132	Sloane			
	AD	5,619,148	Sloane			
	AE	6,064,978	Gardner			
	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					
	AL					
	AM					
	AN					
	AO					
	AP					
AQ						
AR						

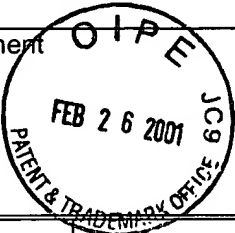
FOREIGN PATENT DOCUMENTS						
No.	Patent No.	Date	Country/Inventor	Class	Sub-Class	Translation
	<i>SMD</i> JP409319812A	12/12/97	Japan Application Taniguchi, et al.			

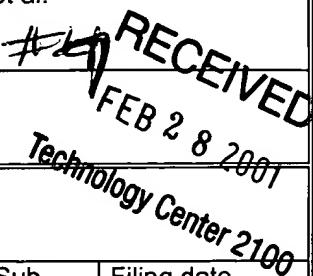
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
<i>SMD</i>	AS	Michael Kanellos, "Do You Want To Know The Meaning of Life?", Computer Reseller News, March 3, 1997, Pages 72-74
<i>SMD</i>	AT	"Applying Technology News", Accounting Technology, February/March 1997, Page 14
<i>SMD</i>	AU	Ellen Greenblatt, "Have you ever wondered....", Datamation, October 1997, Page 126
<i>SMD</i>	AV	"Information for sale: Commercial Digital Reference and AskA Services", Virtual Reference Desk, September 20, 1999, at www.vrd.org/AskA/commAskA.html
<i>SMD</i>	AW	EXP.com Web Site at www.exp.com/
<i>SMD</i>	AX	The Web Site at www.experts-exchange.com/
<i>SMD</i>	AY	Electronic Emissary at www.tapr.org/emissary/
<i>SMD</i>	AZ	The Web Site at www.allexperts.com/

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
------------------------------	--------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.	
				Filing Date: 3/9/2000	





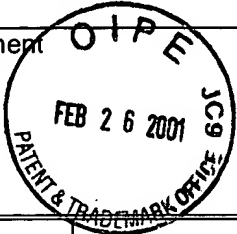
REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS			
Examiner Initials	Document No.	Class	Sub-Class	Filing date if appropriate		
	AA					
	AB					
	AC					
	AD					
	AE					
	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					
	AL					
	AM					
	AN					

FOREIGN PATENT DOCUMENTS							
No.	Document No.	Date	Country	Class	Sub-Class	Translation	
SMD	JP409233441A	9/5/97	Japan Application Sakai				
SMD	WO 98/04061	1/29/98	World Walker, et al.				
SMD	GB 2329046A	10/3/99	UK Patent Application Mitel Corporation				

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
SMD	AO	“Walker Digital Issued Landmark U.S. Patent No. 5,862,223 for Global Internet Marketplace for Experts”, Business Wire, January 26, 1999
SMD	AP	Qcircuit Web Site (www.qcircuit.com)
SMD	AQ	Infomarkets.com Web Site (www.infomarkets.com)
SMD	AR	Intellect Exchange Web Site (www.intellectexchange.com)
SMD	AS	Answers.com Web Page (www.answers.com)
SMD	AT	Chris Ott, “Making Good on the Information Economy”, Denver Business Journal, December 17, 1999, Page 27
SMD	AV	Michael Rogers et al, “Experts abound at New Web Sites”, Library Journal, March 1, 2000, Pages 22-24
SMD	AY	“Surfbrains.com: Brains online save time & money”, M2 Presswire, July 11, 2000
SMD	AX	Cynthia Hodgson, “Online Expert Databases & Services”, Econtent, December 1999, p. 48-53

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
------------------------------	--------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.	
				Filing Date: 3/9/2000	

RECEIVED

#7 FEB 28 2001

Technology Center 2100

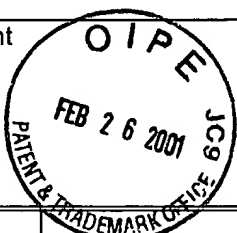
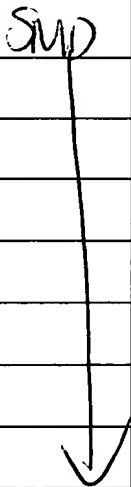
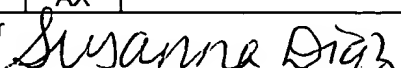
REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS			
Examiner Initials	Document No.	Class	Sub-Class	Filing date if appropriate		
	AA					
	AB					
	AC					
	AD					
	AE					
	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					

FOREIGN PATENT DOCUMENTS							
No.	Document No.	Date	Country	Class	Sub-Class	Trans-lation	

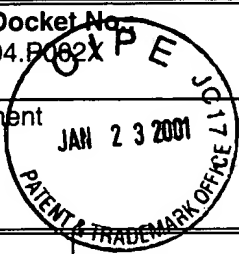
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
<div style="font-size: 2em; font-family: cursive;">SMD</div> <div style="border-left: 1px solid black; height: 100px; margin-left: 5px;"></div>	AO AP AQ AR AS AT AV AY AX	<p>Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.</p> <p>"USA Global Link Brings Interactively to Internet Shopping", Business Wire., 10/98</p> <p>"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions", Business Wire, 9/98</p> <p>"TriNet's, Help Me, I'm Stuck, Internet Voice Button Services Pushes Web Pages to Online Users", Business Wire, 3/98</p> <p>Tehrani, Rich, "e-Rip Van Winkle and the 60 second Nap", Call Center Solution, Vol. 18, No. 2, Pages 16(3)., 8/99</p> <p>"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431., 8/99</p> <p>"Connecting to On-Line Car Shoppers: Auto Sellers Use Netcall Internet Call -Button Technology to Turn Clicks into Interactive Sales", Business Wire, Page 4089., 7/99</p> <p>Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96</p> <p>Collett, Stacey & Julie King, "Why Online Browsers Don't Become Buyers", Computerworld, Vol 33, No 48, Page 14</p>

Examiner <i>Susanna Bigz</i>	Date Considered <i>2/15/03</i>
------------------------------	--------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.	
				Filing Date: 3/9/2000	
		RECEIVED #7 FEB 28 2001 Technology Center 2100			
REFERENCE DESIGNATION		U.S. PATENT DOCUMENTS			
Examiner Initials		Document No.		Class	Sub-Class
	AA				
	AB				
	AC				
	AD				
	AE				
	AF				
	AG				
	AH				
	AI				
	AJ				
	AK				
	AL				
	AM				
	AN				
FOREIGN PATENT DOCUMENTS					
No.		Document No.	Date	Country	Class
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)					
	AO	Information about Expertcity.com retrieved from the Internet [URL: http://www.expertcity.com] on November 6, 2000			
	AP	"Rent-An Expert On the Web", Information Week, Page 75, 9/99			
	AQ	"Expertcity.com Launches Premier Online Marketplace for Expert Services", PR Newswire, 8/99			
	AR	Information about keen.com retrieved from the Internet [URL: http://www.keen.com] , on October 24, 2000			
	AS	John Healey, "From A-Z, "You Can Sell Advice Online", Mercury News [retrieved from http://wwwO.mercurycenter.com on October 24, 2001			
	AT	Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from http://news.cnet.com on October 24, 2001			
	AV	"Keen.Com Launches First Live Answer Community", Press release retrieved from http://www.keen.com on October 24, 2000			
	AY	Joseph Menn, "An Expert? There's Now a Home for You on the Internet", Los Angeles Times [retrieved from http://www.denverpost.com on October 24, 2001			
	AX				
Examiner		Date Considered			
		2/15/03			

Form PTO-1449 (Modified)		Atty Docket No. 004704.0082		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.	
				Filing Date: 3/09/2000	



REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS #6			
Examiner Initials	Document No.	U.S. Patent No.	Class	Sub-Class	Filing date if appropriate	
<div style="font-size: 2em;">S</div> <div style="font-size: 4em;">J</div> <div style="font-size: 2em;">A</div>	AA	6,026,400	Suzuki	707	6 2/11/98	
	AB	5,860,068	Cook	705	26 12/04/97	
	AC	5,497,502	Castille	455	5.1 2/14/94	
	AD	5,734,961	Castille	455	5.1 12/22/95	
	AE	5,832,523	Kanai, et al.	707	204 8/30/96	
	AF	6,055,513	Katz, et al.	705	26 3/11/98	
	AG	5,999,609	Nishimura	379	201 4/04/97	
	AH	5,987,430	Van Horne, et al.	705	34 8/28/97	
	AI	5,974,141	Saito	380	4 10/18/96	
	AJ	5,878,130	Andrews, et al.	379	265 4/28/98	
	AK	5,842,212	Ballurio, et al.	707	100 3/05/96	
	AL	5,809,145	Slik, et al.	380	25 6/28/96	
	AM	5,675,734	Hair	395	200.01 2/27/96	
	AN	5,619,570	Tsutsui	380	4 10/08/93	
	AO	5,557,677	Prytz	380	20 2/17/94	
	AP	4,723,283	Nagasawa, et al.	380	20 6/20/86	
	AQ	4,677,434	Fascenda	380	23 10/17/84	
	AR	4,631,428	Grimes	307	475 10/26/84	

FOREIGN PATENT DOCUMENTS							
No.	Document No.	Date	Country	Class	Sub-Class	Trans-lation	
	AQ						
	AR						
	AS						
	AT						
	AU						

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
	AV	
	AW	
	AX	
	AY	

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
------------------------------	--------------------------------

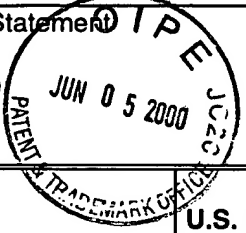
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

RECEIVED

JAN 26 2001

Technology Center 2100

Form PTO-1449 (Modified)		Atty Docket No.: 004704 P002		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)			Applicant: Faber, et al. #5 Filing Date: March 9, 2000		



REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS			
Examiner Initials	Document No.	Document No.	Inventor	Class	Sub-Class	Filing date if appropriate
<i>SPD</i> ↓ ✓	AA	5,819,285	Damico, et al.	707	104	9/20/95
	AB	5,812,769	Graber, et al.	395	200.12	9/20/95
	AC	5,745,681	Levine, et al.	395	200.3	1/11/96
	AD	5,717,860	Graber, et al.	395	200.12	9/20/95
	AE	5,715,314	Payne, et al.	380	24	10/24/94
	AF	5,712,979	Graber, et al.	395	200.11	9/20/95
	AG	5,590,197	Chen, et al.	380	24	4/4/95
	AH	5,537,314	Kanter	364	406	2/23/95
	AI	5,319,542	King, Jr. et al.	364	401	9/27/90
	AJ					
AK						


FOREIGN PATENT DOCUMENTS							
No.	Document No.	Date	Country	Class	Sub-Class	Trans-lation	
	AL						
	AM						
	AN						
	AO						
	AP						

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
	AR	
	AS	
	AT	

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
------------------------------	--------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)				Atty Docket No.: 004704.P002		Application No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Scott Faber, et al. #4 Filing Date: March 9, 2000			



REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
SMD ↓		2/25/00	6,026,148	Dworkin, et al.	379	88.18	5/28/97
		11/23/99	5,991,394	Dezonno, et al.	379	265	2/5/98
		11/9/99	5,982,863	Smiley, et al.	379	112	8/27/97
		8/17/99	5,940,471	Homayoun	379	1	10/4/96
		6/22/99	5,914,951	Bentley, et al.	370	352	4/16/96
		5/25/99	5,907,677	Glenn, et al.	395	200.36	8/23/96
		4/6/99	5,893,077	Griffin	705	34	8/23/95
		3/16/99	5,884,282	Robinson	705	27	4/9/98
		3/16/99	5,884,272	Walker, et al.	705	1	9/6/96
		3/16/99	5,884,032	Bateman, et al.	395	200.34	9/25/95
✓		2/9/99	5,870,744	Sprague	707	9	6/30/97

FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation
SMD ↓		WO 98/38558	9/3/98		PCT Application			
		WO 98/13765	4/2/98		PCT Application			
		WO 98/02835	1/22/98		PCT Application			
		WO 97/05733	2/13/97		PCT Application			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
SMD ↓	The Voice of Technology, Credit World, pp 20-23, Jul 1994
↓	Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994
↓	Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996
↓	Information, Bid and Asked, Forbes, 20 Aug 1990, 92

Examiner Susanne Diaz	Date Considered 2/15/03
---	---

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)				Atty Docket No.: 004704.P002		Application No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Scott Faber, et al. #4 Filing Date: March 9, 2000			

REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
SMI		1/26/99	5,864,871	Kitain, et al.	707	104	1/28/97
		1/19/99	5,862,223	Walker, et al.	380	25	7/24/96
		12/15/98	5,850,433	Rondeau	379	201	5/1/96
		10/20/98	5,825,876	Peterson, Jr.	380	4	2/12/96
		10/20/98	5,825,869	Brooks, et al.	379	265	4/23/96
		10/6/98	5,819,271	Mahoney, et al.	707	9	10/29/96
		10/6/98	5,819,267	Uyama	707	6	4/2/96
		10/6/98	5,819,092	Ferguson, et al.	395	701	10/6/97
		9/15/98	5,809,119	Tonomura, et al.	379	112	6/20/96
		8/11/98	5,794,221	Egendorf	705	40	7/7/95
		7/7/98	5,778,367	Wesinger, Jr., et al.	707	10	12/14/95

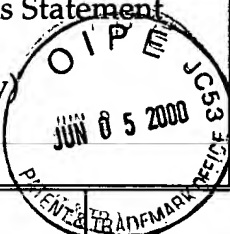
FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
SMI ↓	Attachmate Ready to Answer 'Net questions, Network World, 8 Apr 1996, 37
	US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8
	Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48
	For Telesphere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88

Examiner <i>Susanna Diaz</i>	Date Considered <i>8/15/03</i>
-------------------------------------	---------------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)				Atty Docket No.: 004704.P002		Application No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Scott Faber, et al. #4 Filing Date: March 9, 2000			



REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
SMD ↓		6/16/98	5,768,521	Dedrick	397	200.54	2/2/96
		4/14/98	5,740,231	Cohn, et al.	379	89	9/16/94
		3/3/98	5,724,424	Gifford	380	24	11/29/95
		3/3/98	5,722,418	Bro	128	732	9/30/94
		2/24/98	5,721,763	Joseph, et al.	379	88	1/31/96
		2/17/98	5,718,247	Frankel	128	898	5/30/96
		1/20/98	5,710,887	Chelliah, et al.	395	226	8/29/95
		12/2/97	5,694,549	Carlin, et al.	395	200.2	3/3/94
		6/10/97	5,638,432	Wille, et al.	379	121	4/20/95
		5/27/97	5,634,012	Stefik, et al.	395	239	11/23/94
	2/11/97	5,602,905	Mettke	379	96	1/23/95	

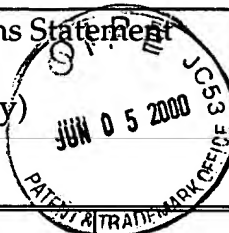
FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
SMD ↓ ↓	When Business Plan and real World Clash, Wall Street Journal, 9 June 1999, B1
	Hidden Cost of Tech Support, PC World, May 1995, 143
	NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839
	Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
-------------------------------------	---------------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)				Atty Docket No.: 004704.P002		Application No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Scott Faber, et al. #4 Filing Date: March 9, 2000			



REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
SUD ↓ V		9/10/96	5,555,298	Jonsson	379	207	2/16/93
		7/23/96	5,539,735	Moskowitz	370	60	12/28/94
		10/25/94	5,359,508	Rossides	364	401	5/21/93
		9/13/94	5,347,632	Filepp, et al.	395	200	7/28/89
		6/28/94	5,325,424	Grube	379	94	5/10/93
		9/15/92	5,148,474	Haralambopoulos, et al	379	111	8/21/91
		10/15/91	5,058,152	Solomon, et al.	379	67	12/12/89
		6/14/88	4,751,669	Sturgis, et al.	364	900	4/4/85

FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
SUD ↓ V		Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166
		A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
		MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
	U	Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999

Examiner Susanna Diaz	Date Considered 2/15/03
---------------------------------	-----------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)						Atty Docket No.: 004704.P002		Application No.: 09/522,322	
List of Patents and Publications Statement <small>(Use several sheets if necessary)</small>						Applicants: Scott Faber, et al.			
						Filing Date: March 9, 2000			
REFERENCE DESIGNATION								U.S. PATENT DOCUMENTS	
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date		
FOREIGN PATENT DOCUMENTS									
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-	lation
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)									
SMD		Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.							
J		Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.							
J		Franco Mercalli and Roberto Negrini, "The ESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, 1994, Pages 572-576.							
J		Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.							
Examiner				Date Considered					
Susanna Diaz				2/15/03					
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.									

